

## NCSD Core Values

Focus on serving the customer and community  
Protect the environment  
Promote innovation and continuous improvement  
Encourage open communication and teamwork  
Act with integrity  
Deliver exceptional results

## NCSD Strategic Plan

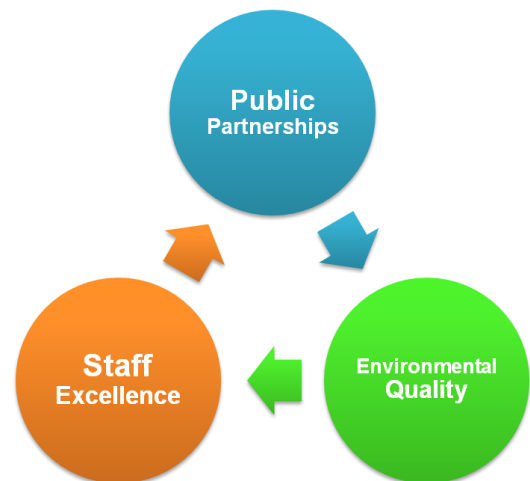
### Purpose

To provide a sanitary sewer system that ensures the health and safety of our stakeholders.

**Vision:** The North Charleston Sewer District is comprised of dedicated and skilled employees who use best practices and cutting edge technology to provide quality and accessible services and a strong infrastructure at reasonable rates. It is a well-managed, efficiently run and fiscally stable organization that is transparent in the conduct of its business.

### Commitments and Values

**Public Partnerships:** The Sewer District holds the public's trust as one of its highest values. It is our responsibility to ensure that decisions are made in consideration of the entire Sewer District and the welfare of the surrounding community. The public's understanding of why decisions are made is important to us and we strive to be available and responsive in dealing with issues of concern to our citizens. We also participate in and support area economic development. We welcome our citizen's comments and concerns.



**Environmental Quality:** The Sewer District is an active participant in environmental protection. We are charged with the responsibility of providing for the environmentally sound management of the Sewer District's wastewater. This is accomplished through high standards of operation, and a policy of meeting or exceeding all federal, state, and local regulations. We are committed to providing the Sewer District with safe wastewater treatment today and in the future.

**Staff Excellence:** The Sewer District is committed to maintaining and developing a highly professional and technically competent staff to provide creative and innovative solutions to wastewater management issues. A staff with a balance of experience, diversity, initiative, and a willingness to evaluate risks is the key to our ability to serve.

## Fiscal Stability

The District has the financial capacity to meet short and long-term needs.

1. Fund operations without significant rate fluctuations
  - a. Update five year capital plan
  - b. Explore cost saving strategies
2. Maintain sufficient unrestricted cash to sustain operations in the event of an emergency
  - a. Keep six months of unrestricted cash reserves
  - b. Invest wisely
3. Be good stewards of stakeholders' resources
  - a. Maintain strong internal controls
  - b. Regularly inform Commissioners on operations
  - c. Prepare quality financial reports
  - d. Operate within budget

## Strong Infrastructure

The District is able to rehabilitate, maintain and expand its transportation, collection and treatment systems to safeguard the environment.

1. Reliability
  - a. Build inventory of spare parts
  - b. Minimize outages and improve redundancy
  - c. Complete all required preventive maintenance
2. No regulatory violations
  - a. Identify and modernize lab equipment and techniques
  - b. Submit DMR to DHEC monthly
  - c. Increase inspections/samples of industries

- d. Continually monitor flows to pump stations and plant
- 3. Minimize sanitary sewer overflows to less than 2 per 100 miles of lines
  - a. Continue grease initiative
  - b. Increase food service establishment (FSE) reporting and inspections
  - c. Complete inflow and infiltration (I&I) study and repairs of one basin every two years
  - d. Inspect all infrastructure every 8.5 years
  - e. Continue to rehabilitate large diameter lines

## Operational Effectiveness

The District is able to operate more efficiently and effectively.

- 1. Promote resource conservation
  - a. Reduce utility dependency
  - b. Decrease chemical usage
  - c. Reduce paper usage
  - d. Minimize surplus inventory
  - e. Explore green initiatives
- 2. Effectively use technology
  - a. Improve mobile usage
  - b. Develop information technology (IT) plan
  - c. Submit electronic documents via website
- 3. Efficient use of computer maintenance management software (CMMS)
  - a. Complete corrective maintenance timely
  - b. Hold annual strategy session with department heads and IT

## Community

The community understands the need for their cooperation in maintaining the District's infrastructure and the District is committed to providing citizens with excellent customer service.

- 1. Increase transparency and visibility
  - a. Improve website
  - b. Employees participate in community activities
  - c. Post public documents on website
  - d. Promote plant tours

2. Educate the public
  - a. Interact with community leaders
  - b. Develop informational programs for local schools
  - c. Expand grease program
  - d. Effectively use social media
3. Provide outstanding customer service
  - a. Improve emergency response
  - b. Provide 24/7 assistance
  - c. Gather customer feedback



## Workforce Development

The District employs a skilled, capable workforce who strive to improve themselves.

1. Well trained workforce
  - a. Increase specialized equipment certifications
  - b. Expand NCSD University
  - c. Host meaningful trainings
  - d. Provide educational opportunities
  - e. Increase cross training
2. Provide safe working environment
  - a. Provide yearly safety training
  - b. Perform safety audits
3. Preserve morale and maintain positive work experience
  - a. Conduct lunch and learns
  - b. Hold employee functions
  - c. Create and promote opportunities for employee feedback
  - d. Continue shadowing program
  - e. Communicate management's message to employees